Installation Guide for

SSCR-32

U.S. Department of Education

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Introduction

Preface

Thank you for selecting SSCR-32 as your student status confirmation reporting software tool.

SSCR-32 is provided by the U.S. Department of Education in an easy-to-use Windows 32-bit format. SSCR-32 is non-award year dependent; there is no need to install a new product each year as you currently do with EDExpress, for example.

SSCR-32 Features

SSCR-32 includes the following features:

- Certify borrowers' enrollment

- Enhanced query functions (for example, predefined queries, ability to modify existing queries, and value help specific to the selected query field)

- Query icon for direct access to Query help

EDconnect

Important steps in processing financial aid information are the sending and receiving data over the Title IV Wide Area Network (WAN). To accomplish these two steps, SSCR-32 works with the Title IV WAN telecommunication product EDconnect which lets you send and receive data over the Title IV WAN.

See the *EDconnect for Windows Desk Reference* for EDconnect software instructions.

Using This Installation Guide

Use the instructions contained in this Installation Guide to install the software on your computer or Local Area Network (LAN).

This guide also provides hardware and software requirements, a procedure to estimate the amount of hard disk space you will need on each computer, LAN compatibility issues, and instructions for getting help.

See the Installation Instructions section in this guide for additional installation instructions.

Help

Instead of a paper user's guide, SSCR-32 has online help. General help is available from the menu bar, field help is available by pressing the F1 key, and help buttons are available on most screens. On the Menu Bar under the Help option, see the topic Using Help in the online help for more information.

System Requirements

Hardware and Software Requirements

The following hardware and software are required for SSCR-32:

- IBM or fully IBM-compatible PC with a Pentium 200 MHz processor or better.

- 64 MB total memory or more.

- 300 MB of available hard disk space (depending on the functions you use and how many records you store in your database).

- 56 K analog modem.

- Dedicated phone line.

- 3.5"/1.44 MB high-density floppy disk drive, including 3.5" high-density double-sided diskettes.

- Windows 95 keyboard (for example, IBM Enhanced 101 or 102 Keyboard).

- Microsoft compatible mouse.

- Laser printer capable of printing on standard paper (8 ½" x 11").

- 32-bit operating system (Microsoft Windows 95, Microsoft Windows 98, or Microsoft Windows NT 4.0).

- Monitor and video card capable of SVGA (800 x 600) resolution (small fonts only).

  SSCR-32 is designed in SVGA. You may use a higher resolution than SVGA at your own discretion.

Optional Items to Consider

The following items are provided as additional tools to assist you in managing your financial aid data. Refer to Action Letter #2, dated October 1997, as well as Part VI of the *Federal Register*, dated September 19, 1997.

- 12X CD-ROM drive with sound board for other future software distributions.

- Internet Service Provider (ISP). An Internet service provider is necessary to access the "Info for Financial Aid Professionals" Web site (www.ifap.ed.gov). It is also necessary for submission of the Application for Approval to Participate in Federal Student Aid Programs (recertification, reinstatement, and changes).

- A browser is required for FAFSA on the Web. A list of compatible browsers is provided on the FAFSA on the Web Web site. Go to the Web site (http://www.FAFSA.ed.gov) and click on Browser Information for the list of compatible browsers.

- Backup system (for example, a tape backup system) to store your data.

Estimating Hard Disk Space

The following information gives you an estimate of how much hard disk space is required for each ED software product and for certain types of records.

To find out the approximate total space required, add together the amounts shown for each ED-software product and the types of records you are using. You should also take into account other software products installed on your PC.

Example:

The total space required for 5,000 Direct Loan, ISIR, NSLDS, and Packaging records using all of the software products listed is approximately 70 MB.

Each software product requires the following space:

Product	Size
EDconnect for Windows	15 MB
EDExpress	16 MB
FISAP for Windows	4 MB
SSCR-32 with 300 records	6 MB
Quality Assurance Program for Windows with 300 records	2 MB

Additional space required per set of 5,000 records (this is in addition to the values listed for the software listed on the previous page):

Record	Size
Direct Loan	6 MB
ISIR	15 MB
NSLDS	4 MB
Packaging	2 MB

Local Area Network (LAN) Server Compatibility

LAN Server Compatibility

SSCR-32 can be used as stand-alone or multi-user software. It can be run on the following network operating systems:

- Novell NetWare 3.x and 4.x

- Microsoft Windows NT Server

Users should not run the software on peer-to-peer networks such as Artisoft LANtastic, Microsoft Windows for Workgroups, or Novell's Personal NetWare.

According to the Microsoft Knowledge Base, some anomalies have been known to occur when using Microsoft Access with the following networks: DEC Pathworks, IBM Lan Server, and Sun PC-NFS. Since SSCR-32 makes extensive use of Microsoft Access as a database engine, do not use these network operating systems with SSCR-32.

LAN Cautions

When multiple users are concurrently updating databases in the SSCR-32 database, those records are locked. Also certain functions are locked when concurrent access would degrade the system or disrupt a process.

Examples include:

- The database is locked when the executing function is mass loading records, such as the Import function.

- Records are locked when an executing function needs stable data for updating or printing.

- Functions are locked when multiple executions of the functions would destroy the databases.

    These functions include:

    – Import SSCR Data

    – Repair Database

    – Compact Database

    – Delete Records

Only the user who is performing any of these functions listed above should be accessing the SSCR-32 software at that time.

> **Important:** Only the user executing these functions (import, repair, compact, and delete) should be logged in or the risk of database corruption is high.

LAN Messages

These messages notify users when a locking situation occurs.

LAN Error Message

Condition

<Database> is locked and cannot be accessed at this time.

If the database remains locked after five seconds of continual attempts, the user is returned to the menu bar or to the point prior to execution.

Record in use - Retry later.

If the record remains locked after five seconds of continual attempts, the user is returned to the menu bar or to the point prior to execution.

Function in use - Retry later.

If the function remains locked after five seconds of continual attempts, the user is returned to the menu bar.

Additional LAN Instructions

From the NetWare Server Console prompt, you should enter the following commands:

Set Maximum Record Locks Per Connection = 10000

This line should also be added to the AUTOEXEC.NCF file on the NetWare server.

LAN Hardware and Software Recommendations

The following hardware and software are recommended for running SSCR-32 in a LAN environment:

- IBM or fully IBM-compatible PC with a Pentium 200 MHz processor or better.

- 64 MB total memory or more on each workstation.

- 300 MB available hard disk space on the file server (depending on the number of records you will store in your database)

- *Desktop Operating System*: Microsoft Windows 95, Microsoft Windows 98, or Microsoft Windows NT 4.0.

- *Network Operating System*: Novell NetWare versions 3.12 or above or 4.11 or above, or Microsoft Windows NT 4.0.

> **Note:** Novell NetWare versions 3.12 and 4.11 are separate products.

- 16 megabit/sec transfer rate on the network for token ring, 10 megabit/sec transfer rate on the network for Ethernet, or the maximum transfer rate your network topology supports.

- Monitor and video card capable of SVGA (800 x 600) resolution (small fonts only). SSCR-32 was designed in SVGA. You may use a higher resolution than SVGA at your own discretion.

Refer to the previous System Requirements section for a complete listing of the general hardware and software required for SSCR-32.

> **Note:** For questions regarding any of the listed hardware or software requirements, please contact CPS Customer Service at 800/330-5947.

Installation Instructions

Installation Process

This section of the Installation Guide provides you with step-by-step instructions for installing SSCR-32. Instructions are provided for both network and stand-alone system installation.

Depending on the type of install you are performing (network or stand-alone), all installation diskettes may not be required.

Other topics include:

- Install Log creation
- Uninstall instructions
- Changing the database path from the SSCR application

Follow the prompts the software provides you when installing SSCR-32.

Directory Creation

The installation process automatically creates the directory:

C:\PROGRAM FILES\EDESUITE\SSCR

for SSCR-32 files on your local hard disk.

The C: drive is assumed to be the drive letter of your local hard disk, but you can change the drive letter if necessary. Also, you may want to use a different name for the directory. *Caution: If you change the directory location and name, you must remember and use them with each SSCR-32 software update you may receive.*

If you are installing on a LAN, see the Installing SSCR-32 on a Network section for installation instructions.

Program Folder

The default program folder used in SSCR-32 is called EDESuite. You may also change this name.

Installing SSCR-32 on a Stand-Alone System

Be sure that all Windows applications, including screen-savers, e-mail notifiers, etc. have been closed before you proceed with this setup.

You can install SSCR-32 using one of two options:

- **Full**. Use this option when you are installing SSCR-32 for the first time**. It overwrites all existing SSCR-32 database and program files (*.MDB and *.EXE files).**

> **Warning:** Use caution when using the **Full** install option. The program will overwrite/remove/erase ALL your existing SSCR-32 database (*.MDB) and program (*.EXE) files as well as any annotations you may have made to help.

- **Custom**. If you have already installed a full version of SSCR-32, you can use this option to add a particular file or files; for example, executable (.EXE) files, database (.MDB) files, and help files. This option leaves all other database and system settings intact (unless you select .MDB files).

> **Note:** If you are upgrading from a previous Full SSCR-32 install, choose all options except the SSCR-32 database.

Follow the prompts provided by the software when installing SSCR-32.

Stand-Alone Installation Steps

1. Turn on your computer and start Microsoft Windows.

2. Insert Diskette #1 in the A: drive.

3. Select **Start** from the Task bar.

4. Select **Run** from the Start pop-up menu.

5. Type **a:setup** at the command line and click **OK**.

   The software is installed to the default directory C:\PROGRAM FILES\EDESUITE\SSCR, unless you choose another location.

6. Follow the prompts provided by the software.

    SSCR-32 asks you a series of questions during the installation. Each question has a default answer.

    - If the default is correct, click **Next** in response to each question.

      Or

    - If not, type the correct answer and click **Next**.

    Insert diskettes in numerical order and click **OK** when prompted .

    When it is finished installing the files for SSCR-32, the installation program updates your Start menu. It will not, however, create desktop icons/shortcuts or update them if they have already been created.

Installing SSCR-32 on a Network

When you perform a workstation installation, the executable file for SSCR-32 (WNSSCR10.EXE) installs to a workstation's local hard drive. The installation modifies all SSCR-32 program group icons in your Windows Start Menu folders to point to the executable on your local hard drive. Installing this file to the workstation's hard drive rather than the network file server improves the speed and performance of the software, because SSCR-32 uses the combined resources of the workstation and the file server instead of those of the file server alone.

> **Note:** Do not install the SSCR-32 executable file to a network drive.

Follow the instructions below to install SSCR-32 on local area networks.

Be sure that all Windows applications, including screen-savers, e-mail notifiers, etc. have been closed before you proceed with this setup.

Instructions for Schools That Already Have SSCR-32 Installed on a Network File Server

1. **Do *not* use the Network Server installation option for this version of the software.** The Network Server installation option is now only for users installing SSCR-32 to a network file server for the first time. Choosing this installation option installs an empty WNSSCR10.MDB (SSCR-32 database files) on the network file server, overwriting any existing database. Full and Custom are no longer choices for installation type in a network server installation.

2. **Do *Full* workstation installations on *all* workstations for this version of the software.** Choose the Network Workstation installation option, then select Full. The Full option installs the executable file (WNSSCR10.EXE) in a local hard drive directory. The Workstation installation option prompts you for the location of the database installed during the SSCR-32 Network Server installation.

If you have questions, please call CPS Customer Service at 800/330-5947.

Instructions for Schools That Are Installing SSCR-32 on a Network for the First Time

1. **First, use the Network Server installation option to install this version of the software.** This option installs only the SSCR-32 database (WNSSCR10.MDB) on the file server, not the SSCR-32 program files.

2. **Then, do *Full* workstation installations on *all* workstations for this version of the software.** Choose the Network Workstation installation option, then select Full. The Full option installs the executable file (WNSSCR10.EXE) in a local hard drive directory. The Workstation installation option prompts you for the location of the database installed during the Network Server installation (step 1).

If you have questions, call CPS Customer Service at 800/330-5947.

Instructions for All Schools

If you want to copy the installation diskettes to a file server so you can do workstation installations from the server, follow these steps.

1. Create a disk directory for each diskette received. For example, if you receive four diskettes, then create four directories on the file server; if you receive five diskettes, then create five directories on the file server; if you receive eight diskettes, then create eight directories on the file server, etc.

    In the preceding five-diskette example, you would create a directory structure like this one on your server.

    <u>Example:</u>

    \Install

    \Install\DISK1

    \Install\DISK2

    \Install\DISK3

    \Install\DISK4

    \Install\DISK5

    > **Note:** The parent directory can have any name, but the subdirectories must be named DISK1, DISK2, etc.

2. Copy the contents of each disk into its corresponding directory on the server.

3. You can now install SSCR-32 from the file server by running SETUP.EXE from the DISK1 directory on the server instead of carrying the diskettes to each workstation.

If you have questions, call CPS Customer Service at 800/330-5947.

Install Log

Each time an installation is performed, an Install Log is created.

The information that will be tracked is the product and version number, type and nature of the install, drive/directory, date, and time of install.

This file is named INSTALL.LOG and is located in your C:\PROGRAM FILES\EDESUITE\SSCR directory.

Example:

<APP NAME>	**SSCR**
<VERSION>	**1.X**
<TYPE>	**Stand Alone Full**
<SUMMARY>	**New release**
<TARGET>	**C:\PROGRAM FILES\EDESUITE\SSCR**
<DATE>	**6-2-99**
<TIME>	**08:36:54**

Changing the SSCR-32 Database Path

If you move your database to a new location, SSCR-32 is designed to detect that it is no longer in its previous location and automatically help you find where you've moved your database.

To use SSCR-32 to reestablish the database location:

- After you have moved your database, initialize SSCR-32.

- You will initially see the SSCR-32 Startup splash screen. You will then see a "Select Database Location" dialog with four options:

    - "You know where your database is"

    - "Your database is on a local hard drive"

    - "Your database is on a network drive"

    - "You don't know where your database is"

- Based on the option chosen, the software offers different types of assistance for locating your database. Follow the prompts provided by the software to set up the new database location.

If you have questions, call CPS Customer Service at 800/330-5947.

> **Note to Windows NT Users:** In order to change the SSCR-32 database path, you must have Windows NT administrator access rights.

Uninstall

After you have installed SSCR-32, you will see an icon for the Uninstall utility.

By double clicking on Uninstall, the utility deletes all icons, the software's program group, all executable files, all DLLs, and the entire database for the version of SSCR-32 you have installed (except for the INSTALL.LOG file).

If SSCR-32 is installed on a LAN, the Uninstall utility will only delete all SSCR-32 files and icons, not the WNSSCR10.MDB file on the network.

> **Note to Windows NT Users:** In order to perform an uninstall, you must have the same or greater Windows NT access rights as the person who originally installed SSCR-32.

To uninstall SSCR-32:

1. Double-click on the **Uninstall** icon.

2. A prompt asks if you are sure that you want to completely remove the application and all of its components.

3. Click the Yes button.

4. Click **OK**.

5. Click **OK**.

> **Note:** SSCR-32 may also ask you additional questions during the uninstall process. Click either **Yes** or **No** in response to these questions.

Getting Started

Logging In for the First Time

The first time you *start* SSCR-32, you will see the Startup Information box. This box displays any messages, warnings, or errors. The first time you log in to SSCR-32, one of these messages alerts you to establish your Assumed Code for School (OPE ID). See the following section, Setting your School Code (OPE ID), for step-by-step instructions. Click **Close** or press **Enter** to close the Startup Information box.

Each time you start SSCR-32, you must enter a valid user ID and password. SSCR-32 requires user IDs and passwords for system security.

The first time you use SSCR-32, enter **SYSADMIN** for your user ID. **SYSADMIN** is also the password included with SSCR-32. You will then be prompted to enter a new password.

Follow these steps to log in to SSCR-32 for the first time and establish your new user ID and password.

To log in and establish your new password:

1. The first time you use SSCR-32, type **SYSADMIN** for both your user ID and password.

   SYSADMIN is the user ID and password included with SSCR-32.

2. Press **Enter** or click **OK**.

   You will be prompted to type a New Password.

3. Press **Enter** or click **OK**.

4. Type a New Password and Verify Password.

   - Up to eight (8) alphanumeric characters may be entered.

   - The Password and Verify Password must be the same.

5. Press **Enter** or click **OK**.

After you enter your new password, set up your Code for School (OPE ID). See the following section, Setting Your School Code (OPE ID), for step-by-step instructions.

Resetting Your User ID and Password

Should you forget your password, you can reset the SYSADMIN user ID and password by performing the following steps:

1. Turn on your computer and start Microsoft Windows.

2. Insert the last SSCR-32 installation disk.

3. Select **Start** from the Task bar.

4. Select **Run** from the Start pop-up menu.

5. Type **A:RESETPW.EXE** at the command line and click **OK**.

6. The Reset Password box appears. Click the **Reset Password** checkbox.

7. Click **OK**.

This action will not affect your databases. See the previous section, Logging In for the First Time, for instructions on how to log in and establish your new password.

Call CPS Customer Service at 800/330-5947 for assistance.

> **Note to Windows NT Users:** In order to reset your user ID and password using the steps described above, you must have Windows NT administrator access rights.

Setting Your School Code (OPE ID)

The first time you use SSCR-32 you will see the warning: *Assumed Code for School (OPE ID) Is Not Defined in Setup*. You will next need to add your code in SSCR-32 Setup. This process is known as Setting Your Assumed Code for School (OPE ID).

Follow the steps below to set your assumed code.

To set your Assumed Code for School (OPE ID):

1. Select **Tools, Setup, System**.

2. Click the **Assumed Code for School (OPE ID)** field and type in your code.

3. Click **OK** to save the record.

4. Click **OK**.

Getting Help

There are a number of ways to get help in the use of SSCR-32:

- Review installation instructions
- Become familiar with your PC
- Contact your system administrator
- Use SSCR-32 Online Help
- Call CPS Customer Service

These approaches are described below.

Review Installation Instructions

Review the installation instructions again. See if you might have left out a step. Try the installation process again.

Become Familiar with Your PC

If you have completed the SSCR-32 installation, click System Information from the Help menu. Compare this information to the required configurations listed at the beginning of this section. You may need to upgrade your equipment or change your files.

Contact Your System Administrator

Your institution or organization may have additional instructions for your PC. For example, you may get an error if you are trying to install the software to a drive for which you do not have access.

SSCR-32 Online Help

Using Help is simple. You can get help by any of the following methods:

- From the Help menu, choose a help command.
- Choose the Help button available in many dialog boxes.
- Use the keyboard to select an item on a menu, and then press **F1** to see a description of the item.
- Select a dialog box option or command, and then press **F1** or click the Help button to move directly to an explanation of the option.
- Use the Context Help Toolbar button to obtain help on menu options and other Toolbars.

CPS Customer Service

If you need technical support, call CPS Customer Service at:

800/330-5947

Representatives are available to assist you between 7 a.m. and 7 p.m. (CT), Monday through Friday, excluding holidays.

You may also send your inquiries via the Internet to CPS at:

CPS@NCS.COM

The CPS Voice Response System has phone routing set up to assist you in designated areas. When you call 800/330-5947, you will be asked to enter the last 5 digits of your Title IV WAN User ID.

Example:

For **TG50001,** enter **50001**

For **TG60001,** enter **60001**

You will then be presented with a menu of options.

Choose the area appropriate to the information or assistance you need:

Menu Option	Description
1	**CPS Automated Customer Service Center** is an automated system through which you can check the status on batches and applications, request faxable materials and information, and obtain other needed data, such as reject, comment, and assumption code definitions.
2	**Application Processing** – Representatives assist you with installation and software questions.
3	**Direct Loan** – Representatives assist you with installation and software processing issues. Representatives also assist you with questions on the Direct Loan Technical Reference.
4	**Pell Payment** – Representatives assist you with installation and software questions.
5	**SSCR** – Representatives assist you with installation and software questions.
6	**Quality Assurance Program for Windows** – Representatives assist you with installation, software, and program questions.
7	**Packaging** – Representatives assist you with installation and software questions.
8	**FISAP for Windows** – Representatives assist you with installation, software questions, and technical issues.

When you call CPS Customer Service, you should be at your computer and prepared to provide the following information:

- The version of SSCR-32 you are using (under Help/About ...).

- The type of hardware/network you are using (including total RAM, version of Microsoft Windows, other running applications, LAN type if applicable, available disk space, type of memory management being used, etc.).

- The exact wording of any error messages you have received, as they appeared on your screen.

- A detailed description of the utility or function you were running when the error occurred, what software module or package you were working in (Application Processing, Packaging, Direct Loan, Pell, FISAP, QAP, or SSCR-32), and the steps you took to get to that utility or function.

- A description of any resolution steps you took prior to calling.